

BENCHMARKS

Performance Indicators

Performance indicators help to measure progress toward the benchmarks set by the City Council. Benchmarks are used to

measure the success of a transit system. Using various performance indicators, such as cost-efficiency, cost-effectiveness, and service effectiveness, provides a general assessment of how efficiently and effectively the transit system in Arlington is performing.

Performance indicators are critical to enable the City Council and residents of Arlington to evaluate how well transit is performing relative to how well it is expected to perform. Performance benchmarks for transit can improve managerial control and public accountability.

The benchmarks to the right will be utilized by the City Council to measure each of the performance indicators. Some background assumptions include:

- The service implementation strategy provides for incremental implementation of service over five years. The target year for the benchmarks is five years after implementation of service. The benchmarks are subject to full system implementation.
- The dollars in the benchmarks are 2000 dollars. Costs should be indexed to the rate of inflation to accurately reflect changes in the economic situation.

Suggested System Benchmarks

Cost Efficiency in 2000 \$

Cost per revenue hour.....\$46.00

Service Effectiveness Year 5

Passenger boardings per revenue hour 7.4

Cost Effectiveness

Cost per passenger boarding.....\$ 6.11

Subsidy per passenger boarding\$ 5.02

Farebox recovery18%

Upon confirmation by the City Council that a majority of the benchmarks have not been met based upon the assumptions contained in the service plan, an election shall be called to allow the voters to decide whether to continue or dissolve the Transit Authority.



For more information,
visit the City's website
at www.ci.arlington.tx.us
or call 817-459-6350

Transit Facts

Transit Sales Tax Election • May 4, 2002

This spring, Arlington voters will go to the polls and cast ballots “for” or “against” a proposal to create an Arlington Transportation Authority and levy a proposed sales tax increase not to exceed one-quarter of one percent. If approved, the City’s sales tax rate would increase to 7.5 percent. The current sales tax rate is 7.25 percent. The vehicles in the system will be clean fuel (CNG) or ultra low emission vehicles, and most are expected to be 27 feet in length or less.



Service Plan

The proposed Transit Service Plan includes expanded Handitran service, circulator routes, flexible routes, and neighborhood links throughout Arlington, as well as regional transit connections and rail partnerships.

Expanded Handitran –

Handitran services are expanded to provide additional opportunities for travel to all eligible users. This will be accomplished by extending service hours, expanding capacity to accommodate latent demand and to respond to population growth, and expanding the service area to include connections to Fort Worth, DART, and Trinity Railway Express.

Circulator Routes –

Two circulator routes are included in the service plan:

- Route A Entertainment Circulator – The Entertainment Circulator provides curb-to-curb service for tourists, citizens and employees in North Arlington.
- Route B Central Circulator – The Central Circulator provides access to central Arlington and circulates through the UTA campus.

Flexible Routes –

Transit service is provided six days per week throughout Arlington using flexible routes. Flexible routes operate on a scheduled route much like a fixed route system. However, in a flexible route system, passengers who cannot walk to a bus stop may request a curbside stop by calling ahead to make a reservation for pickup or by requesting a curbside drop off when boarding the vehicle. The vehicle driver will then leave the route to pick up or drop off a passenger and return to the route to resume scheduled service. Route deviations are limited to 1/2 mile and passengers may be required to transfer to reach their final destination.

Some areas of south and west Arlington connect to the flexible route system via Neighborhood Links. Vehicles in the flexible route system will run at 30-minute intervals during peak hours, and at 60-minute intervals during off-peak hours.



Expanded Handitran Service

Neighborhood Links -

Neighborhood Link transit service is similar to demand-response service and has the ability to “link” to other transit services. Neighborhood Link service is demand-response service operating in a specified zone, such as a specific neighborhood. It does not follow a set route. A Neighborhood Link van will pick a rider up and take the rider to a destination in the neighborhood or to a safe and accessible transit stop to make a connection to a flexible transit



Typical transit vehicle for Neighborhood Links
*Subject to change by the Transit Authority

route. Neighborhood Links serve designated stops at scheduled times. Neighborhood residents may either make a reservation for a curbside pickup or make sponta-

neous trips by boarding the vehicles at designated stops.

Within Arlington, four Neighborhood Links zones are proposed. Each is approximately 5 square miles in area. (Refer to maps.)

Regional Connections -

The Transit Service Plan provides express bus service between the Central/UTA transit hub and the T’s East Transfer Center and between the Central/UTA transit hub and DART’s South Irving Transit Center.

Service Plan Assumptions	
Service	Hours of Operation
Expanded Handitran	6 am – 11 pm
Entertainment Circulator	8 am – 10:30 pm (peak tourist season) 9 am – 10 pm (off season)
Central Circulator	7:30 am – 4:30 pm
Flexible Routes	6 am – 8 pm
Neighborhood Links	6 am – 8 pm
Regional Connections	6 am – 10 pm
TRE Shuttle	6 am – 11 pm
Park & Ride Dallas	Peak only
Park & Ride Fort Worth	Peak only

Subject to change by the Transit Authority.

Proposed Implementation Schedule	
Year	Transit Service Element
1	Expand Handitran, Operate TRE Shuttle
2	Expand Handitran and TRE Shuttle, Provide Circulators, Provide Park & Ride
3	Expand Handitran and TRE Shuttle, Provide Circulators, Implement Flexible Routes, Open Neighborhood Links, Initiate Regional Connections
4	Expand Flexible Routes, Expand Neighborhood Links, Expand Regional Connections
5	Expand Flexible Routes, Expand Circulators, Improve Flexible Routes, Expand Neighborhood Links, Improve Regional Connections

Expanded Flexible Service -

Additional flexible service can be expanded to other areas of Arlington as demand for transit service warrants.

TRE Shuttle -

The TRE Shuttle offers three peak period routes to the CentrePort Station – one route from the South Park & Ride and the new SH360 Park & Ride lot, another route from the Central/UTA transit hub, and a third route from the North Park & Ride. During off-peak times, the same route serves the North Park & Ride and Central/UTA transit hub.

Park & Ride Service -

Park & Ride service is provided to Dallas and Fort Worth along I-20 from the South Park & Ride and from the SH360 Park & Ride. Park & Ride to Dallas and Fort Worth is also provided along I-30 from the North Park & Ride. Patrons drive private automobiles, ride bicycles, or walk to the Park & Ride lot where they board buses to reach their ultimate destinations. Park & Ride services generally operate on a limited-stop basis, allowing for more direct service and faster travel times. Vehicles are anticipated to be over-the-road buses with commuter conveniences.



Typical transit vehicle for Flexible Routes
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Rail Partnerships -

The Transit Service Plan provides that the Transit Authority will budget 10 percent of sales tax revenues for use in conducting various rail corridor studies and entering into various rail partnerships.

These studies may include rail feasibility, preliminary engineering, route alignment and station location evaluation and/or preliminary design. These studies will evaluate a number of rail possibilities including the Union Pacific Corridor.



Trinity Railway Express

Assumptions for Fare				
Subject to change by the Transit Authority.				
Service	Base Fare	Discount Fare (Seniors, Students, Children)	ADA Fare for Handitran	Average Fare
Expanded Handitran			\$1.50	\$1.50
Entertainment Circulator	\$1.00	\$0.50	\$1.50	\$0.78
Central Circulator	\$1.00	\$0.50	\$1.50	\$0.78
Flexible Route	\$1.00	\$0.50	\$1.50	\$0.78
Neighborhood Links	\$1.00	\$0.50	\$1.50	\$0.78
TRE Shuttle	\$1.00	\$0.50	\$1.50	\$1.56
Regional Connections	\$2.00	\$1.00	\$3.00	\$2.34
Park & Ride	\$3.00	\$1.50	\$4.50	\$2.34
System Average				\$1.09